PTO/SB/21 (09-04)

Approved for use through 07/31/2006. OMB 0651-0031 U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

	ENC	LOSURES (Check all	that apply)
Total Number of Pages in This Submission	7	Attorney Docket Number	20009.0001US01 (BS99-184)
(to be used for all correspondence after init	ial filing)	Atternous Dealert Number	J.A. Kramer
		Examiner Name	I A Kanana
		Art Unit	3627
FORM		First Named Inventor	Willis et al.
TRANSMITTAL		Filing Date	December 26, 2000
TRANSMITTAL		Application Number	09/746,508
Under the Paperwork Reduction Act of 19	95, no perso	ns are required to respond to a co	ellection of information unless it displays a valid OMB control number.

	ENCLOSURES (A) 1 (III)						
			EN	CLOSURES (Check	all that apply		
\checkmark	Fee Trans	smittal Form		Drawing(s)	-	^	fter Allowance Communication to TC
	✓ F	ee Attached		Licensing-related Papers			ppeal Communication to Board f Appeals and Interferences
	Amendment/Reply After Final Affidavits/declaration(s) Extension of Time Request Express Abandonment Request Information Disclosure Statement Certified Copy of Priority Document(s) Reply to Missing Parts/ Incomplete Application Reply to Missing Parts under 37 CFR 1.52 or 1.53		Rem	Petition Petition to Convert to a Provisional Application Power of Attorney, Revoc Change of Correspondent Terminal Disclaimer Request for Refund CD, Number of CD(s) Landscape Table on	e Address	Return PTO SE Copies and EP	appeal Communication to TC Appeal Notice, Brief, Reply Brief) Proprietary Information Status Letter Sther Enclosure(s) (please Identify elow): Postcard 308 - 3 pages of 4 non-patent documents (3 books 0712227) In the amount of \$180.00
		SIGNA	TURE	OF APPLICANT, AT	ORNEY, C	R AGEN	IT
Firm Na	ame	WITHERS & KEYS, LLE					
Signatu		Sant	An				
Printed	name	James D. Withers					
Date		September 14, 2006			Reg. No.	40,376	
		С	ERTIF	ICATE OF TRANSMIS	SSION/MAI	LING	

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below: Signature Date James September 14, 2006 Typed or printed name

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

PTO/SB/17 (12-04)
Approved for use through 07/31/2006. OMB 0651-0032
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE Panerwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number

pursuant to the	Effective on 12/08/2004. Consolidated Appropriations Act. 2005 (H.R. 4818).
FEE	TRANSMITTAL
	For FY 2005

Applicant claims small entity status. See 37 CFR 1.27

TOTAL AMOUNT OF PAYMENT (\$) 180.00

Signature

	Complete if Known	
Application Number	09/746,508	
Filing Date	December 26, 2000	
First Named Inventor	Willis et al.	
Examiner Name	J.A. Kramer	
Art Unit	3627	
Attorney Docket No.	20009.0001US01 (BS99-184)	

METHOD OF PAYMENT (check all that apply)							
Check Credit C	Card	Money Order	None	Other (please identify):_		
Deposit Account De				Deposit A	ccount Name:		
For the above-identif	ied deposit a	account, the Direct	or is here	by authorized to	: (check all that	apply)	
Charge fee(s)	indicated be	elow		Charg	ge fee(s) indicate	d below, excep	t for the filing fee
		(s) or underpayme	nts of fee	(s) Credi	t any overpayme	ents	
under 37 CFR warning: Information on this	form may be	come public. Credit	t card info				de credit card
information and authorization	on PTO-2038						
FEE CALCULATION							
1. BASIC FILING, SEARCH, AND EXAMINATION FEES							
	FILING I	FEES mall Entity	SEARC	H FEES	EXAMINATION		
Application Type	Fee (\$)	Fee (\$)	Fee (\$)	Small Entity Fee (\$)	E /A\	all Entity ee (\$)	Fees Paid (\$)
Utility	300	150	500	250		100	
Design	200	100	100	50	130	65	
Plant	200	100	300	150	160	80	
Reissue	300	150	500	250		300	
Provisional	200	100	0	0	0	0	
- 20 or HP = HP = highest number of total c	Reissues, ver 3 or, fo s extra Claims extra Claims	Fee (\$) x if greater than 20 Fee (\$) x x	Fee Pa	ndent claim m	ore than in the	ent original pater endent Claims <u>Fee Paid</u>	360 180
4. OTHER FEE(S)	0 sheets or Extra Shee	r fraction thereof ts <u>Number</u> / 50 =	f. See 35 r of each	5 U.S.C. 41(a) additional 50 o (round up to a v	tion size fee du (1)(G) and 37 or fraction there whole number)	CFR 1.16(s). of <u>Fee (\$)</u>	25 for small entity) Fee Paid (\$) Fees Paid (\$)
Non-English Specific		30 fee (no small	entity d	iscount)			
Other: IDS filing fee	·						\$180.00
SUBMITTED BY		4					
Signature	m	un	> R (A	egistration No. (tomey/Agent)	40,376	Telephone 6	78-565-4748

Name (Print/Type) Jam Date September 14, 2006 This collection of information is required by 37 CFR 1.136. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 30 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS

ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450. If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2. PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:

N 09/746,508

Robert H. Willis et al.

Examiner:

Kramer

Serial No.:

09/746,508

Group Art Unit:

3627

Filed:

December 26, 2000

Docket No.:

20009.0001US01 (BS99-184)

Title:

Technician Communications System with Automated Claims Processing

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 150, Alexandria, VA 22313-1450 on September 14, 2006.

.

By: Name: James D. Withers

INFORMATION DISCLOSURE STATEMENT (37 C.F.R. § 1.97(c)(2)

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Sir:

With regard to the above-identified application, the items of information listed on the enclosed SB08 form are brought to the attention of the Examiner.

This statement should be considered because it is submitted after first office action on the merits but before an action closing prosecution. This information disclosure statement is being submitted with the appropriate fee due.

In accordance with 37 C.F.R. §1.98(a)(2), a copy of each foreign patent document and non-patent literature listed on the enclosed SB08 form is provided.

No representation is made that a reference is "prior art" within the meaning of 35 U.S.C. §§ 102 and 103 and Applicants reserve the right, pursuant to 37 C.F.R. § 1.131 or otherwise, to establish that the reference(s) are not "prior art." Moreover, Applicants do not represent that a reference has been thoroughly reviewed or that any relevance of the content of the

Application Number: 09/746,508

Attorney Docket Number: 20009.0001US01

Consideration of the items listed is respectfully requested. Pursuant to the provisions of M.P.E.P. 609, it is requested that the Examiner return a copy of the attached SB08 form, marked as being considered and initialed by the Examiner, to the undersigned with the next official communication.

Please charge any additional fees or credit any overpayment to Deposit Account No. 503025.

WITHERS & KEYS, LLC P.O. Box 2049 McDonough, GA 30253 678-565-4748

Name: James D. Withers

Reg. No.: 40,376 Initials: JDW

PTO/SB/08A (08-03)

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stitute for form 1449/PTO

SEP 18 2006

Sheet 1

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

of 3

Col	Complete if Known						
Application Number	09/746,508						
Filing Date	December 26, 2000						
First Named Inventor	Willis et al.						
Art Unit	3627						
Examiner Name	Kramer						
Attorney Docket Number	20009.0001US01 (BS99-184)						

			U. S. PATENT	DOCUMENTS	•
Examiner Initials*	Cite No.1	Document Number Number-Kind Code ^{2 (# known)}	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	1	^{US-} 5,359,649	10/1994	Rosu et al.	
	2	^{US-} 5,521,958	05/1996	Selig et al.	
	3	US- 5,570,283	10/1996	Shoolery et al.	
	4	^{US-} 5,687,212	11/1997	Kinser, Jr. et al.	
_	5	^{US-} 5,857,201	01/1999	Wright et al.	
	6	^{US-} 5,896,440	04/1999	Reed et al.	
	7	^{US-} 5,931,917	08/1999	Nguyen et al.	
	8	^{US-} 6,026,379	02/2000	Haller et al.	
	9	^{US-} 6,233,541	05/2001	Butts et al.	
	10	^{US-} 6,366,829	04/2002	Wallace et al.	
	11	^{US-} 6,324,522	11/2001	Petersen et al.	
_	12	^{US-} 6,311,178	10/2001	Bi	
	13	^{US-} 6,023,683	02/2000	Johnson et al.	
	14	^{US-} 6,058,373	05/2000	Blinn	
	15	US- 6,081,789	06/2000	Purcell et al	
	16	^{US-} 6,341,271	01/2002	Salvo et al.	
	17	^{US-} 5,970,472	10/1999	Allsop	
	18	^{US-} 5,960,411	09/1999	Hartman et al.	
	19	^{US-} 5,909,492	06/1999	Payne	

	FORE	IGN PATENT DOCU	MENTS		
Cite No.1	Foreign Patent Document	Publication Date	Name of Patentee or	Pages, Columns, Lines, Where Relevant Passages	Π
	Country Code ³ Number ⁴ Kind Code ⁵ (if known)	MM-DD-YYYY		Or Relevant Figures Appear	T ⁶
20	EP 0 712 227	05/1996			
				-	
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	No. ¹	Country Code ³ "Number ⁴ "Kind Code ⁵ (if known)	Cite No.¹ Publication Date MM-DD-YYYY Country Code³ Number ⁴ Kind Code⁵ (if known)	No.¹ Date MM-DD-YYYY Country Code³¬Number⁴¬Kind Code⁵ (if known) Date MM-DD-YYYY	Cite No. Poreign Patent Document Publication Date MM-DD-YYYY Process Or Relevant Figures Appear

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. Applicant's unique citation designation number (optional). See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. Wind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. Applicant is to place a check mark here if English language Translation is attached.

Translation is attached.

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U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Substitute for form	Substitute for form 1449/PTO		mplete if Known
		Application Number	09/746,508
INFORM	ATION DISCLOSURE	Filing Date	December 26, 2000
INFORMATION DISCLOSURE		First Named Inventor	Willis et al.
	ENT BY APPLICANT	Art Unit	3627
(Use as many sheets as necessary)		Examiner Name	Kramer
Sheet 2	of 3	Attorney Docket Number	20009.0001US01 (BS99-184)

			U. S. PATEN	T DOCUMENTS	
Examiner Initials*	Cite No.1	Document Number Number-Kind Code ^{2 (# known)}	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	21	US- 5,664,110	09/1997	Green et al.	- iguas i ippa
	22	^{US-} 6,389,337	05/2002	Kolls et al.	
	23	US- 5,923,735	07/1999	Swartz et al.	
	24	^{US-} 5,038,283	08/1991	Cavenay	
	25	^{US-} 2002/0099642	07/2002	Schwankl	
	26	^{US-} 2001/0016819	08/2001	Kolis	
	27	^{US-} 6,101,472	08/2000	Giangarrea et al.	"
	28	^{US-} 4,905,163	02/1990	Garber et al.	
	29	^{US-} 5,694,323	12/1997	Koropitzer et al.	
	30	^{US-} 5,974,135	10/1999	Breneman et al.	
	31	^{US-} 2003/0023601	01/2003	Fortier et al.	
		US-			

		FORE	IGN PATENT DOCU	MENTS		
Examiner Cite Initials* No.1	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages		
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)	MM-DD-YYYY		Or Relevant Figures Appear	T⁵
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Examiner	Date	
Signature	Consider	ed

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Substitute for form 1449/PTO				Complete if Known			
1				Application Number	09/746,508		
INFORMATION DISCLOSURE				Filing Date	December 26, 2000		
STATEMENT BY APPLICANT			PPLICANT	First Named Inventor	Willis et al.		
(Use as many sheets as necessary)				Art Unit	3627		
(coo to many choose to hocosely)				Examiner Name	Kramer		
Sheet	3	of	3	Attorney Docket Number	20009.0001US01 (BS99-184)		

NON PATENT LITERATURE DOCUMENTS						
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of				
	32	Derfler,Frank J et al, "How Networks Work", Millennium ed., Que Corp. 1/2000				
	33	White, Ron, "How Computers Work", Millennium ed., Que Corp. 09/1999				
	34	Gralla, Preston, "How the Internet Works", Millennium ed., Que Corp., 08/1999				

Examiner	Date	
Signature	Considered	

^{*}EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

1 Applicant's unique citation designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.